

Remote invigilation live assessment troubleshooting guide

The **Contact Support** function on PSI Secure Browser is designed to offer support by PSI staff during the installation process and with technical queries with the software. It will not be able to offer any support with content queries, the functionality of SecureAssess or the assessment 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. Alternatively, you may find the answer to more specific issues within **PSI's knowledgebase** (clientportal.softwaresecure.com/support/index.php?/Knowledgebase/List). Type in a keyword or question related to the issue or view the different areas to see resolutions for related questions that have already been asked.

- **PSI Secure Browser does not open / gets stuck on a loading page when first opened**

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

If the problem persists, click on this live chat support link - [Live Chat – PSI Support \(psionline.com\)](#) and select the Recorded Exam option. You will then need to log some details and will enter a chat with PSI who will help you to troubleshoot the issue.

- **Email address is not recognised on RI software**

If the PSI Secure Browser states that your email address is not recognised on the Test Taker screen, enter any email address in the standard email address format, i.e., test@test123.co.uk.

Entering an incorrect email address will not delay the issuing of your result.

- **Surpass Viewer has not automatically opened**

If the Surpass Viewer does not automatically open when you click on the **Switch to the Surpass Viewer** button, it may be because you do not yet have it installed. If this is the case, click on the **Download the Surpass Viewer** button and follow the on-screen instructions.

If you do already have it installed but it is not opening, open it manually from the Surpass Viewer shortcut on your desktop and enter the following URL in the address bar:

<https://aat.secureassess.co.uk/secureassess/SecureAssessDelivery.html>

Ensure that you keep PSI Secure Browser open

- **Extra time has not been applied**

If a reasonable adjustment request for extra time was applied to your assessment, check this has been applied with your Training Provider before starting your assessment. You can also check it yourself at the start when the assessment timer first appears, as you first move away from the Introduction page. If the extra time has not been applied, you should not continue your assessment and you should contact the Training Provider who scheduled you, who will need to void and reschedule your assessment.

- **Keycode does not work or any scheduling related issues or queries**

For any scheduling related queries, you should contact the assessment centre who scheduled you in the first instance. This may be related to, but not limited to, an incorrect keycode, incorrect scheduled assessment and requested extra time not applied.

Your keycode is only valid on the date that you are scheduled for. If you try to use it on another day, it will not work.

- **Assessment page does not load**

If, after navigating to another task page, the page does not load, this indicates that you are offline or have a low internet connection.

Check your internet connection, following the *Drop in internet connectivity instructions* below.

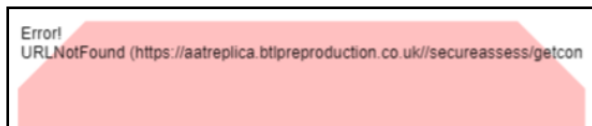
If you are sitting an assessment that contains a break and you navigate forward between sections before the timer elapses, you may experience a delay of approx. 20 – 25 seconds while the next section loads.

Please note: Your responses are saved approximately every 20 seconds whilst you have a connection. Any responses that are entered whilst you are offline / have a low internet connection may be lost.

Remember: Screen freezing typically indicates a drop in your internet connection. Where this happens, your invigilation recording will stop and will not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

- **Pink box and error message**

You may experience a pink box and an error message similar to the one below:



This will typically be resolved by navigating away from the task page and back again. You may need to attempt this a couple of times before the assessment content appears.

- **Accidentally closed the PSI Secure Browser**

You will always be prompted to confirm the action before PSI Secure Browser is closed. If you accidentally close it and you have not submitted your assessment, you will need to immediately relaunch the software, re-enter your assessment details and complete all the required checks.

Do not continue your assessment in Surpass Viewer if you have closed PSI Secure Browser. You must not enter or amend any more responses or navigate to any other tasks until PSI Secure Browser is back up and running again.

Any invigilation videos that show a break in the recording will be investigated and your result will be held pending the outcome of the investigation.

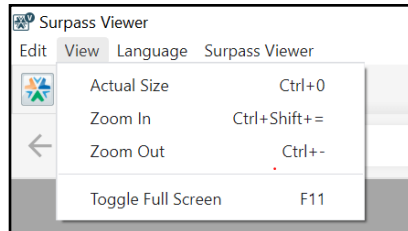
If AAT are unable to verify the security and integrity of the assessment sitting, your result will be voided.

- **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, you can either:

1. Click on **View** then **Zoom Out within** Surpass Viewer (you are also able to use the **Zoom In** button to make the content bigger on screen whilst reading the questions)



2. Switch to full screen mode by clicking on **View** then **Toggle Full Screen**.

- **Correct reference materials are not opening**

Depending on how far out you are zoomed, the interactable area of the reference material links may be misaligned. Use the above zoom features to zoom back in.

- **Pop up message informs that software is trying to open or is open and must be closed**

As advised in the *Minimum and supporting software* section, all background processes and open applications must be closed. Only Surpass Viewer and PSI Secure Browser should be open.

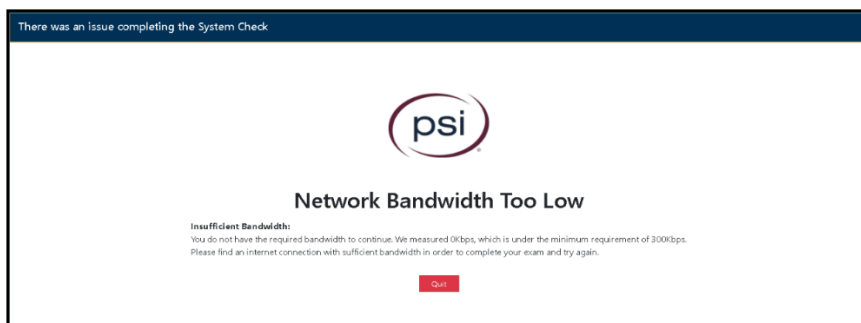
If you receive a pop-up message, close the software that is attempting to open / has opened.

On occasion, you may receive a pop-up notification for an application that you have not opened. You will just need to close this to continue with your assessment. Your invigilation recording will verify that you did not attempt to open any third-party software.

- **0kbps bandwidth error message**

If you receive a Network Bandwidth Too Low message which states that 0Kbps was measured (see below), this is likely to be caused by the camera and / or microphone not connecting.

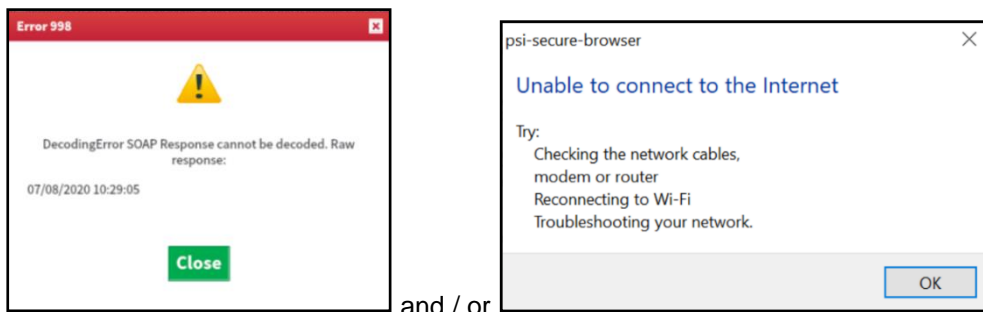
Where this occurs, click on Chat Support, who will be able to advise on the troubleshooting steps.



Remember: If your webcam stops working, your invigilation video will no longer record and may not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

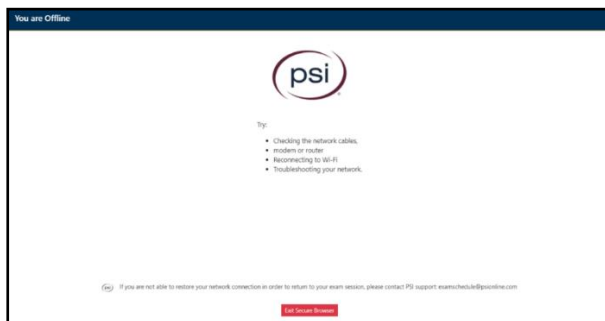
- **Drop in internet connectivity**

When your internet drops you may receive one or both of the below pop-up messages:



Attempt to rectify your connection issues by checking your modem, network cables, troubleshooting your network etc., you may be required to restart your modem.

On the psi-secure-browser pop-up message, when you click **OK**, it will take you to another message:



Do not click Exit Secure Browser.

Remember: Should your bandwidth drop below the minimum required to support the remote invigilation software, or completely cut out, your invigilation recordings will stop and will not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

We therefore strongly recommend using a wired internet connection wherever possible, to mitigate this risk as far as possible.

- **Offline at the point of submitting your assessment or as the assessment timer elapses**

When you click Submit Assessment, you will receive an on-screen notification to confirm that you would like to submit. If you click Submit again, the assessment will submit, and you will be presented with a grey screen.

If your assessment timer elapses, you will receive a message notifying you of this and that the assessment will end; you are required to close this box, the assessment will then submit, and you will be presented with a grey screen.

- **Grey screen when you submit your assessment**

When you submit your assessment, you are presented with a grey screen. This is standard functionality, and your assessment has submitted. Should you have any doubts about whether your assessment has submitted, please contact the assessment centre who scheduled you in the first instance.

They can confirm if there is a green tick next to your attempt on the Invigilation screen of SecureAssess. However, the assessment centre will not be able to confirm if an invigilation video was successfully recorded or if everything is OK with the video.