

## **OCR e-testing**

## **FAQ's, queries and troubleshooting**

## **SNA and Floppy Disk tests.**

1. General Enquiries.....	2
2. Installation and Licences .....	4
3. Approval Installation Tasks .....	6
4. Online Admin.....	7
5. Running tests .....	11
6. Uploading results.....	14
7. Certificates and Invoices .....	16

## 1. General Enquiries

No	Question	Solution
1.1	How do I get started with e-testing?	<p>To get started with OCR e-testing, simply complete your details in the enquiry form at <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>, choosing <b>e-testing</b> from the drop-down list.</p> <p>OCR will then send you details of how to download the e-testing software, a username and password to get you started and details of the next steps you'll need to carry out.</p> <p>This information will be provided within three working days of you submitting your request.</p>
1.2	What approvals are needed?	<p>To offer Key or Basic Skills e-tests, you must first have approval for the equivalent paper-based tests.</p> <p>If you have approval for Key Skills tests, you will already have automatic approval for Basic Skills tests.</p> <p>However, if you only have approval for Basic Skills paper-based tests, you will need to apply separately for Key Skills approval. The approval form for Key Skills can be downloaded from <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>.</p> <p>To offer Awards in Admin et-tests you must complete and return the Approval Form N066 available from the Information Bureau.</p>
1.3	What hardware/software do I need?	<p>Full details of hardware and software required to operate OCR e-testing are available from the <b>Support Centre</b>.</p> <p>The <b>Minimum Requirements</b> document should be studied carefully by yourself and your technical support to ensure that your existing hardware and software meet or exceed these minimum requirements.</p>
1.4	What is the difference between <b>SNA</b> and <b>Floppy Disk</b> tests?	<p><b>Floppy disk option:</b> Testing software is installed onto standalone PCs or laptops and <b>access tokens</b> (or test entries) are transferred backwards and forwards using a floppy disk. This option is particularly suitable for low volume, infrequent testing or testing in situations where candidates do not have access to networked computers. It also adds the flexibility of being portable, so the tests can be taken to candidates in their workplace, for example.</p> <p><b>Secure Network Administrator (SNA):</b> Software is installed onto a central PC or server and links are created to other networked PCs for candidates tests. <b>Access tokens</b> and results are sent backwards and forwards automatically using your own network infrastructure – excellent where high volume or high frequency testing is in place.</p>
1.5	How do I get the e-test software?	<p>The e-testing software can be downloaded from the <b>Support Centre</b> at <a href="http://www.ocr.org.uk">www.ocr.org.uk</a>.</p> <p>If you would prefer to receive a CD-ROM containing the software please send an e-mail to <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a>. Please allow up to 2 weeks to receive your CD-ROM.</p>
1.6	I can't download the e-test software?	<p>There may be a restriction on your systems that prevents you from downloading files over a certain size.</p> <p>If you would prefer to receive a CD-ROM containing the software please send an e-mail to <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a>. Please allow up to 2 weeks to receive your CD-ROM.</p>

No	Question	Solution
1.7	Can I see examples of the tests?	<p>Examples of the tests are available at <a href="http://www.ocr.org.uk">www.ocr.org.uk</a>.</p> <p>These practice tests are free of charge, and can be accessed anywhere with an internet connection. The practice tests have been designed to replicate the live testing experience for the candidate, with the exception that the candidate will receive some feedback for each question attempted.</p>
1.8	How do I get a user name/password?	<p>To get started with OCR e-testing and to receive a username and password, simply complete your details in the enquiry form at <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>, choosing <b>e-testing</b> from the drop-down list.</p> <p>OCR will then e-mail you details of how to obtain the e-testing software, a username and password to get you started and details of the next steps.</p>
1.9	How long does it take to set my centre up for e-testing?	<p>To get started with OCR e-testing, simply complete your details in the enquiry form at <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>, choosing <b>e-testing</b> from the drop-down list.</p> <p>OCR will then send you details of how to download the e-testing software, a username and password to get you started and details of the next steps you'll need to carry out.</p> <p>This information will be provided within three working days of you submitting your request.</p>
1.10	How much does the e-testing software cost?	<p>OCR's e-testing software is provided completely free of charge.</p>

## 2. Installation and Licences

No	Question	Solution
2.1	Who does the installation?	<p>It is recommended that the installation of the OCR e-testing software is carried out by your own technical support.</p> <p>If you do not carry out the installation and the <b>Approval Installation Tasks</b> yourself (and you plan to administer the e-tests in your centre) then please ensure that you are familiar with how the system operates <b>before</b> attempting any live e-tests.</p> <p>You may make full use of the <b>free practice tests</b> for this purpose.</p>
2.2	Where do I get the e-testing software from?	<p>The e-testing software can be downloaded from the <b>Support Centre</b>.</p> <p>If you would prefer to receive a CD-ROM containing the software please send an e-mail to <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a>. Please allow up to 2 weeks to receive your CD-ROM.</p>
2.3	Where do I get the installation instructions from?	<p>The <b>Installation Guide</b> can be downloaded from the <b>Support Centre</b>.</p>
2.4	Do I need any special privileges to install the e-testing software?	<p>You must have Admin rights to install the e-testing software on any of your PCs or laptops. Consult your technical support if you are in any doubt.</p>
2.5	How do I install the <b>SNA software</b> ?	<p>The <b>SNA software</b> should be installed onto a server or PC which is connected to all the other PCs which will be used by candidates to sit their e-test.</p> <p>From the downloaded software (or from the supplied CD-ROM) run <b>setup.exe</b> and follow the instructions on-screen and in the <b>Installation Guide</b> (available from the <b>Support Centre</b>).</p>
2.6	What is the maximum number of <b>Client PCs</b> within each <b>SNA group</b> ?	<p>If you are running the <b>SNA software</b> from a desktop PC (rather than a server) then there should be no more than 10 <b>Client PCs</b> in each <b>SNA group</b>. If you are running the SNA software from a server then this limit does not apply.</p>
2.7	How many <b>SNA groups</b> can I have?	<p>You can have as many <b>SNA groups</b> as you wish. However, you will need a licence for each <b>SNA group</b>.</p> <p>Contact <b>OCR Operations</b> and they will set up as many <b>licences</b> for you as you need.</p>
2.8	How do I set up shared folders?	<p>Full details for setting up shared folders are given in the <b>Installation Guide</b> which is available to download from the <b>Support Centre</b>.</p> <p>If you require further assistance, please consult the technical support in your centre who will be able to advise on the specifics of your own network.</p>
2.9	How do I install <b>Client PCs</b> ?	<p>The <b>SNA software</b> should first be installed onto a server or PC which is connected to all the other PCs which will be used by candidates to sit their e-test. You can then start to set up <b>client PCs</b> for your candidates.</p> <p>Follow the detailed instructions from the <b>Installation Guide</b> (available from the <b>Support Centre</b>).</p>
2.10	I'm trying to run <b>SNA</b> for the first time and it says I need a <b>licence</b> .	<p>Contact <b>OCR Operations</b> and they will set up a <b>licence</b> for you.</p>

No	Question	Solution
2.11	I'm re-installing <b>SNA</b> (back onto the same PC) and it says I need a <b>licence</b> .	Contact <b>OCR Operations</b> and they will reactivate a <b>licence</b> for you.
2.12	I'm installing the <b>SNA software</b> onto a new PC and it says I need a <b>licence</b> .	Contact <b>OCR Operations</b> and they will set up a <b>new licence</b> for you.
2.13	How do I install the <b>Offline software (Floppy disk tests)</b> ?	<p>The <b>Floppy Disk</b> software can be installed onto any PC or laptop which you have chosen for candidates to take e-tests.</p> <p>From the downloaded software (or from the supplied CD-ROM) run <b>Offline_setup.exe</b> and follow the instructions on-screen and in the <b>Installation Guide</b>.</p>
2.14	My centre uses a proxy server – will the software work?	Yes. Please contact OCR for full details of how to implement the software when using a proxy server.
2.15	We have a firewall – will the e-testing software work?	Yes, the OCR e-testing software will operate with your firewall.
2.16	I have a PC/laptop which doesn't have a floppy disk drive – can I still use e-tests?	<p>If the PC or laptop can be connected to a network, you can use e-testing with the SNA method.</p> <p>If the PC or laptop cannot be connected to a network (or you want to use a laptop to create a portable testing service) then USB floppy disk drives are available for under £20.</p> <p>OCR is also investigating the possibility of using alternative methods of distributing access tokens, e.g. a USB memory stick. Look out for an announcement on the e-test home page soon.</p>
2.17	I haven't got a user name and password to login to the SNA.	<p>You should use the same password as you use to access the etest website.</p> <p>If you haven't requested a user name and password yet, you will need to apply for one by completing the enquiry form at <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>, choosing e-testing from the drop-down list.</p>

### 3. Approval Installation Tasks

	Question	Solution
3.1	Why do I need to do the <b>Approval Installation Tasks</b> ?	<p>The <b>Approval Installation Tasks</b> are designed to ensure that your e-testing software is fully installed and operating correctly before you attempt any live testing.</p> <p>If you do not carry out the installation and the <b>Approval Installation Tasks</b> yourself (and you plan to administer the e-tests in your centre) then please ensure that you are familiar with how the system operates <b>before</b> attempting any live e-tests.</p> <p>You may make full use of the <b>free practice tests</b> for this purpose.</p>
3.2	What do I need to do to complete the <b>Approval Installation Tasks</b> ?	<p>The basic steps for the <b>Approval Installation Tasks</b> are as follows:</p> <ul style="list-style-type: none"> <li>• Create a dummy candidate</li> <li>• Enter the dummy candidate for a sample test</li> <li>• Complete the test</li> <li>• Return the result</li> </ul> <p>The steps required for the above tasks are exactly the same as for live tests, so this ensures that your e-testing software is fully installed and operating correctly before you attempt any live testing.</p>
3.3	Where do I get the instructions from?	The instructions for the <b>Approval Installation Tasks</b> can be downloaded from the <b>Support Centre</b> .
3.4	I've finished the <b>Approval Installation Tasks</b> and I've not heard anything yet.	<p>When you have completed the <b>Approval Installation Tasks</b>, please email <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a> to inform us you have finished. You can also let us know the details of up to three additional user names and passwords which we will set up for you.</p> <p>Full details of the contents of the e-mail are given in the instructions for the <b>Approval Installation Tasks</b> which can be downloaded from the <b>Support Centre</b>.</p>
3.5	How long will it take for me to get access to the live tests once I have sent an e-mail confirming that I've completed the <b>Approval Installation Tasks</b> .	You will have full access to the live tests within three working days of sending us the e-mail.

## 4. Online Admin

No	Question	Solution
4.1	I've forgotten my password?	Contact OCR to find out your password.  Please note – there is no “lock-out” if you type your password incorrectly a certain number of times.
4.2	What's the web address for e-testing?	The main e-testing website can be found at <ul style="list-style-type: none"> <li>• <a href="https://etest2.ocr.org.uk/admin/Coordinator.dll/login?alias=ocretest">https://etest2.ocr.org.uk/admin/Coordinator.dll/login?alias=ocretest</a></li> </ul> The e-assessment pages can be found at <ul style="list-style-type: none"> <li>• <a href="http://www.ocr.org.uk/e-assessment">http://www.ocr.org.uk/e-assessment</a></li> </ul>
4.3	How do I register candidates for e-testing?	To register candidates for e-testing, you first need to log on to the e-test website. <ul style="list-style-type: none"> <li>• Click on <b>Student</b> under <b>Registration</b></li> <li>• Enter the following details: <b>Student ID</b> <b>Date of Birth</b> <b>First Name</b> <b>Surname</b> <b>one Middle Initial</b> <b>Gender</b></li> <li>• <i>(All other fields are completely optional)</i></li> <li>• Click the <b>Register</b> button at the bottom of the page, then click <b>Yes</b> to confirm</li> </ul> <p>NOTE: The candidate's <b>Surname</b> and <b>Student ID</b> will be used by the candidate to log on to their test. Wherever possible, use the <b>OCR Candidate Number</b> as the <b>Student ID</b> as this is used by OCR for aggregation and certification of achievements.</p>
4.4	I've registered a candidate's details onto e-test – does this mean they're registered for Key Skills / Admin / etc?	No – all Key Skills / Awards in Admin / etc. candidates must first be registered via D79, EDI or Interchange before entering them for any tests – paper or electronic.
4.5	Do I need to register my Basic Skills candidates?	No. Basic Skills is administered differently to other schemes, so there is no pre-registration requirement (as there is with Key Skills, for example).
4.6	How do I alter candidate details?	To alter a candidate's details, you first need to log on to the e-test website. <ul style="list-style-type: none"> <li>• Click on <b>Students</b> under <b>Data review &amp; Management</b></li> <li>• Find the appropriate student and click on their name to bring up their details.</li> <li>• Click <b>Update</b> on the yellow banner at the top of the screen.</li> <li>• Alter any details as appropriate and then click the <b>Update</b> button at the bottom of the page.</li> </ul> <p>NOTE: Any altered details will not automatically be transferred to an <b>access token</b> which has already been downloaded onto a floppy disk. This token must be re-downloaded.</p>
4.7	I tried to register a candidate but I got this error:  <b>General SQL error. arithmetic exception, numeric overflow, or string truncation</b>	This is most likely because the <b>Student ID</b> field was not completed. The <b>Student ID</b> field must be populated when registering a candidate's details – and the <b>OCR Candidate Number</b> must be used wherever possible. The <b>Student ID</b> along with the candidate's <b>Surname</b> will be used to log on to their tests.

No	Question	Solution
4.8	What's an <b>access token</b> ?	<p>An <b>access token</b> is the name used by OCR's e-testing system for a <b>test entry</b>.</p> <p>It differs slightly from some paper based test entries in that it is made for a specific candidate to enter a specific test (so there are no unnamed tests available within the e-testing system).</p> <p>An <b>access token</b> takes the form of an encrypted piece of data (so it can't be read without the appropriate passwords) and it is then used by the candidate to unlock their test at the appropriate time, by entering the correct <b>Surname</b> and <b>Student ID</b>.</p>
4.9	How do I book <b>access tokens</b> ?	<p>To book an <b>access token</b>, you first need to log on to the e-test website.</p> <ul style="list-style-type: none"> <li>• Click on <b>Access for Students</b> under <b>Assignments</b></li> <li>• This will show a pair of lists – on the left hand side is a list of all the students whose details are currently entered on the e-test system, on the right is a list of the e-tests which are available to you.</li> <li>• <i>(If you cannot see the candidate, you will need to add their details first)</i></li> <li>• <i>(If you cannot see the appropriate test, contact OCR Operations to ensure you have been set-up with the correct test access).</i></li> <li>• From the left hand list, choose the <b>Student(s)</b> who will be taking the test.</li> <li>• From the right-hand list, choose the test (you can only choose one test at a time)</li> <li>• Scroll to the bottom of the page.</li> <li>• Set the <b>End Time</b> allowing sufficient time for the candidate to complete the test and for their result to be uploaded.</li> <li>• Click the <b>Generate Tokens</b> button to complete the process.</li> <li>• You will be shown a confirmation screen listing the access token(s) just created.</li> </ul>
4.10	I can't see any live tests – just practice ones.	Contact <b>OCR Operations</b> to ensure you have been set-up with the correct test access.
4.11	One of my tests is missing!	Contact <b>OCR Operations</b> to ensure you have been set-up with the correct test access.
4.12	How do I download <b>access tokens</b> ?	<p><b>Floppy Disk:</b></p> <ul style="list-style-type: none"> <li>• After creating the <b>access tokens</b> a summary page will be displayed.</li> <li>• Right-click on the <b>Access Key</b> link and choose <b>Save target as...</b> from the pop-up menu.</li> <li>• Save the <b>access token</b> to the <b>A:\</b> drive (floppy drive) as <b>accessinfo.txt</b></li> <li>• <i>(No other filename should be used!)</i></li> <li>• Remember to label the floppy disk clearly with the candidate's name and the name of the test.</li> <li>• Repeat the above steps for each candidate (i.e. one floppy disk per candidate per test)</li> </ul> <p><b>SNA:</b></p> <ul style="list-style-type: none"> <li>• The <b>SNA Dashboard</b> itself looks after the uploading and downloading of all <b>access tokens</b> so there is no need to download the tokens onto a floppy disk.</li> </ul>
4.13	Do I need to <b>download access tokens</b> if I'm using <b>SNA</b> ?	You don't need to download tokens onto floppy disk if you're using <b>SNA</b> . Just click the <b>Download Tokens</b> button on the <b>SNA Dashboard</b> when you're ready to start your testing session.

No	Question	Solution
4.14	Can I download access tokens to anything other than a floppy disk?	<p><b>FLOPPY DISK ONLY</b></p> <p>OCR is investigating the possibility of using alternative methods of distributing <b>access tokens</b>, e.g. a USB memory stick. Look out for an announcement on the e-test home page soon.</p> <p>Alternatively, USB floppy disk drives can be purchased for under £20 each.</p>
4.15	I created the same student twice by mistake – what do I do?	Contact us via <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a> giving us full details of the incorrect candidate. Provided they have not sat any tests we will be able to remove the duplicate student for you.
4.16	I tried to download a token but I get an error which said <b>The file could not be written to the cache</b> – why?	<p>You may have clicked on the <b>Access Token Name</b> rather than the <b>Access Key</b> link to download the token to disk.</p> <p>Right-click on the <b>Access Key</b> link and choose <b>Save Target As...</b> to download the access token to floppy disk.</p>
4.17	Can I book tokens for more than one student at a time?	<p>Yes. Multiple students can be selected from the left hand list by holding down either the <b>Shift</b> key (this will select a group of students between and including any two selections) or by holding down the <b>Ctrl</b> key (which will select any individual student you click on).</p> <p>After clicking <b>Generate Tokens</b> a summary page listing access tokens for each student will be displayed.</p> <p>If you are using the Floppy Disk method, simply work down this list saving each access token to a disk.</p>
4.18	Can I book a student in for more than one test at a time?	Access tokens can only be created for a candidate (or candidates) one test at a time. However, you may create multiple access tokens for a candidate by repeating the process as many times as necessary.
4.19	How far in advance can I book a candidate's test?	<ul style="list-style-type: none"> <li>• Key and Basic Skills - tests can be booked up to one month in advance.</li> <li>• Awards in Admin - in accordance with the e-test Timetable available from <a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a>.</li> </ul>
4.20	What fields are mandatory when registering a candidate's details?	<p>The following fields <b>MUST</b> be completed when registering a candidate's details:</p> <ul style="list-style-type: none"> <li>• <b>Student ID (using OCR Candidate No where available)</b></li> <li>• <b>Date of Birth</b></li> <li>• <b>First Name</b></li> <li>• <b>Surname</b></li> <li>• <b>Initial</b></li> <li>• <b>Gender</b></li> </ul> <p>If the <b>Student ID</b> field is left blank, the system will reject the entry with the following message:</p> <p><b>General SQL error. arithmetic exception, numeric overflow, or string truncation</b></p> <p>You will need to enter the details again.</p>
4.21	How do I organise extra time for candidates with special needs?	<p>Please refer to the document <b>Access to Assessment</b> for general guidelines. Specifically for e-tests, please contact us <b>at least</b> 72 hours prior to the scheduled test date for your candidate and we will advise you of the next steps.</p> <ul style="list-style-type: none"> <li>• Create candidate (if not done already)</li> <li>• Create access token</li> <li>• Contact OCR with details</li> <li>• OCR alters token</li> <li>• Either download to floppy or run through SNA as appropriate</li> </ul>

No	Question	Solution
4.22	I have a number of access tokens showing as not active – what does this mean?	<p>When looking at the list of <b>Access Tokens</b> under <b>Data Review &amp; Management</b>, there is a column labelled <b>Active</b>. Most of the entries underneath this column will say <b>No</b>.</p> <p>This column of information is designed to give a quick indication of which access tokens are being used in an <b>SNA test</b> at this moment, in which case it will show <b>Yes</b>.</p> <p>If the access token is being used for a floppy disk test, the test has yet to start, or the test has already ended it will always show <b>No</b>.</p>

## 5. Running tests

No	Question	Solution
5.1	How do I start <b>Floppy Disk (offline)</b> tests?	<p>The following steps must have been completed before a <b>floppy disk</b> test can take place:</p> <ul style="list-style-type: none"> <li>• <i>(Floppy disk software installed)</i></li> <li>• <i>(Approval Installation completed)</i></li> <li>• Candidate details entered</li> <li>• Access token created</li> <li>• Access token download to floppy disk</li> </ul> <p>The next steps are how to start a <b>floppy disk test</b> proper:</p> <ul style="list-style-type: none"> <li>• <i>(With the floppy disk in the testing PC...)</i> From the <b>Start Menu</b> choose <b>Programs, OCR_Exams Offline, OCR Offline Computer Based Exams</b> (Key and Basic Skills) or <b>OCR Offline Awards in Admin tests</b></li> <li>• Following a page of instructions, the candidate will be asked to enter their <b>Surname</b> and <b>Student ID</b> <i>(these are both case sensitive, so should be entered exactly as they appear under the student's details)</i></li> <li>• After entering their <b>Surname</b> and <b>Student ID</b> they will be asked to confirm that their details are correct.</li> <li>• After confirming their details a list of available tests will be shown.</li> <li>• Click on the name of the test to commence the test.</li> </ul>
5.2	How do I start <b>SNA</b> tests?	<p>The following steps must have been completed before an <b>SNA test</b> can take place:</p> <ul style="list-style-type: none"> <li>• <i>(SNA software installed)</i></li> <li>• <i>(Client PC's set up)</i></li> <li>• <i>(Approval Installation completed)</i></li> <li>• Candidate details entered</li> <li>• Access token created</li> <li>• Run the SNA Dashboard at the start of the test session</li> </ul> <p>The next steps are how to start an <b>SNA test</b> proper:</p> <ul style="list-style-type: none"> <li>• From the <b>Start Menu</b> choose <b>Programs, OCR Exams, OCR Computer Based Exams</b> (Key and Basic Skills) or <b>OCR Award in Admin tests</b></li> <li>• Following a page of instructions, the candidate will be asked to enter their <b>Surname</b> and <b>Student ID</b> <i>(these are both case sensitive, so should be entered exactly as they appear under the student's details)</i></li> <li>• After entering their <b>Surname</b> and <b>Student ID</b> they will be asked to confirm that their details are correct.</li> <li>• After confirming their details a list of available tests will be shown.</li> <li>• Click on the name of the test to commence the test.</li> </ul>
5.3	I'm running a <b>floppy disk test</b> , and three empty boxes have come up instead of candidate's details?	<p>Unfortunately, this means you are still running with the old version of the e-testing software.</p> <p>You must upgrade your e-testing software (download either <b>SNA Install v1</b> (Key and Basic Skills) or <b>AAT Install v1</b> (Awards in Admin) from the <b>Support Centre</b> or request a CD-ROM from <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a>) before you can continue testing.</p>

No	Question	Solution
5.4	I'm running a <b>floppy disk test</b> and I get a <b>Cannot connect to server</b> error – why?	<p>The candidate has launched the <b>SNA client software</b>, rather than <b>floppy disk software</b>.</p> <p>You may need to uninstall the <b>SNA software</b> and install the <b>floppy disk software</b> instead, if you don't have any other available PCs with the floppy disk software on them.</p>
5.5	I've got a message which says my access token has an <b>invalid encryption key</b> – what does this mean?	<p>This means that an <b>old access token</b> is being used with the latest version of the software.</p> <p>Create a <b>new access token</b> for the candidate and save this to the floppy disk.</p>
5.6	My candidate can't log in to the test?	<p>A candidate needs the following information to log in to their e-test:</p> <ul style="list-style-type: none"> <li>• <b>Surname</b></li> <li>• <b>Student ID</b></li> </ul> <p>Both of these are <b>case sensitive</b> and so must be entered <b>exactly</b> as they appear under their student details on the e-test system.</p> <p>Make sure that these details have not changed since the access token was initially created.</p> <p>With floppy disk tests, the fastest solution is to re-download the access token, overwriting anything on the candidate's floppy disk (either the details have changed, or the wrong access token may have been downloaded).</p> <ul style="list-style-type: none"> <li>• From the <b>Main Menu</b>, click on <b>Access Tokens</b> under <b>Data Review &amp; Management</b></li> <li>• Find the name of the student from the list.</li> <li>• <i>(If the student has more than one <b>access token</b> available, right-click on the <b>Access Token Name</b> and choose <b>Open in New Window</b> to check the details of each token and find the right one.)</i></li> <li>• Right-click on the <b>Access Key</b> link for the appropriate access token and save to the floppy disk as normal (overwriting any existing tokens on the disk)</li> <li>• The student should now be able to log in and commence their test.</li> </ul>
5.7	The candidate has logged in, but there are no tests there?	<p><b>SNA ONLY</b></p> <p>This is down to one of a number of reasons:</p> <ul style="list-style-type: none"> <li>• <i>The candidate has logged in using another student's details.</i> The candidate should log in using the correct details.</li> <li>• <i>No access tokens have been created for the candidate.</i> Create an access token for the candidate and they will be able to start their test immediately.</li> <li>• <i>An access token has been created but it is not valid.</i> An access token is only valid for the time period specified by the <b>Start</b> and <b>End</b> times entered when the token is first created. If your current testing session falls outside of this window, contact <b>OCR Operations</b> and they will be able to alter the token details for you.</li> </ul>
5.8	I'm trying to run an <b>SNA test</b> and it's telling me it can't find anything on the <b>A:\ drive</b> – why not?	<p>The candidate has launched the <b>floppy disk software</b>, rather than the <b>SNA client software</b>.</p> <p>You may need to uninstall the <b>floppy disk software</b> and install the <b>SNA Client software</b> instead, if you don't have any other available PCs with the client software on them already.</p>

No	Question	Solution
5.9	My <b>floppy disk test crashed</b> – what do I do?	<p>Run <b>OCR Offline Computer Based Exams</b> (Key and Basic Skills) or <b>OCR Offline Awards in Admin tests</b> from the <b>Start menu</b> again, and the student should log back in.</p> <p>They will then be presented with a list of active tests which will contain the crashed test.</p> <p>Click on this test to continue.</p>
5.10	My <b>SNA test crashed</b> – what do I do?	<p>Log on to <b>any SNA client PC</b> and launch <b>OCR Computer Based Exams</b> (Key and Basic Skills) or <b>OCR Awards in Admin tests</b> from the <b>Start menu</b>.</p> <p>The student should log back in and they will then be presented with a list of active tests which will contain the crashed test.</p> <p>Click on this test to continue.</p>
5.11	I got a message saying <b>No access token</b> – why?	<p><b>FLOPPY DISK ONLY</b></p> <p>The testing software could not find a file called <b>accessinfo.txt</b> on the <b>A:\ drive</b>. Try the following steps:</p> <ul style="list-style-type: none"> <li>• Rename the file on the floppy disk to <b>accessinfo.txt</b></li> <li>• <b>Download</b> the access token from the e-test website again, calling it <b>accessinfo.txt</b> when saving it to the floppy disk.</li> </ul>
5.12	I got a message saying <b>No tests available</b> – why?	<p><b>FLOPPY DISK ONLY</b></p> <p>This occurs when something other than the <b>access token</b> data has been saved to the <b>floppy disk</b>, but has been given the correct filename.</p> <p>To remedy this, download the <b>access token</b> from the e-test website again (right-click on the <b>Access Key</b> link) and save it to a floppy disk as <b>accessinfo.txt</b></p>
5.13	I can't see the <b>control buttons</b> on <b>SNA Dashboard</b> .	<p><b>Large Fonts</b> is set in the <b>display properties</b> on this machine.</p> <p>Change to <b>normal</b> within the <b>Windows Control Panel</b> to view the buttons in the <b>SNA Dashboard</b>.</p>

## 6. Uploading results

No	Question	Solution
6.1	I've uploaded my results but my candidate has been given a score of <b>27 of 0</b> (for example).	<p>Contact OCR with the details of the candidate and the date of the test. You will be then be asked to supply a copy of the results file so that we can correct the error.</p> <p>Alternatively, you may send us the results files with all the appropriate details (see below) to <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a> and we will attempt to correct the result for you.</p> <p>To find the results file(s) :</p> <ul style="list-style-type: none"> <li>• Open <b>Windows Explorer</b> either on the <b>SNA machine</b> or on the <b>PC / laptop</b> which was used for a <b>floppy disk test</b>.</li> <li>• Navigate to <b>C:\Program Files\i-assess\OCR\Result Files</b></li> <li>• Look for any <b>.log</b> files which have the correct date and time (i.e. they have a date and time near to the point at which the exam would have ended)</li> <li>• Attach the selected <b>.log</b> files to an e-mail</li> <li>• Include these details:  <b>Centre name</b>  <b>Centre Number</b>  <b>Candidate Name</b>  <b>Student ID</b>  <b>Name of test</b>  <b>date and time of test</b></li> <li>• Send the email to <a href="mailto:etest@ocr.org.uk">etest@ocr.org.uk</a></li> </ul>
6.2	Can I <b>view results</b> through <b>SNA</b> ?	<p>No – the <b>SNA dashboard</b> is a tool for running a test session. All results can be viewed by logging in to the <a href="#">etest website</a>:</p> <ul style="list-style-type: none"> <li>• Click on <b>Students</b> under <b>Data Review and Management</b></li> <li>• Find the appropriate student from the list and click on their name.</li> <li>• Click on <b>Results</b> on the yellow banner.</li> <li>• You will now see a list of results for all e-tests which this candidate has sat.</li> </ul>
6.3	I'm getting a message which says my <b>token has expired</b> ?	<p>Contact <b>OCR Operations</b> with the details. We will be able to alter the end date of the token to allow upload of the result.</p>
6.4	I have uploaded a result and I get a page saying <b>Error 404 – Page not found</b>	<p><b>FLOPPY DISK ONLY</b></p> <p>The <b>results file</b> is corrupted on the floppy disk so you will need to get the backup from the test PC's hard disk and upload this instead.</p> <p>The backup results files can be found using <b>Windows Explorer</b> and navigating to <b>C:\Program Files\i-assess\OCR\Result Files</b></p> <p>Look for a <b>.log</b> file which has exactly the same name as the one on the floppy disk. You may then either copy this file onto a fresh floppy disk to upload the result, or, if you can access the internet from the testing PC, you can upload it directly from this location.</p>
6.5	I can't see the details for a result which I've uploaded.	<p><b>SNA ONLY</b></p> <p>Upon completion of an <b>SNA test</b>, the <b>SNA Dashboard</b> will automatically return the <b>score</b> for the test (e.g. 25 out of 40), but will not return the underlying detail straight away.</p> <p>Click <b>Upload Pending Results</b> on the <b>SNA dashboard</b> to upload the full details for any SNA tests which have been completed.</p> <ul style="list-style-type: none"> <li>• Key/Basic Skills - full details can be viewed by logging on to the e-test website and searching for your</li> </ul>

No	Question	Solution
		candidates' results. • Awards in Admin - in accordance with the e-test Timetable available from <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> .
6.6	My candidate failed – when can they re-sit?	Key/Basic Skills - QCA recommend that you should allow at least one <b>week</b> before letting a candidate resit a test. This is to allow for focussed additional learning. Awards in Admin - at the next available test window.

## 7. Certificates and Invoices

No	Question	Solution
7.1	It says <b>Key Skills</b> on my invoice but my candidates sat <b>Basic Skills</b> tests.	<p>For OCR's accounting purposes, Basic Skills tests are grouped with Key Skills tests.</p> <p>Please check the detail of the invoice as this should show the correct names and prices for your Basic Skills tests.</p>
7.2	When will I receive my Basic Skills certificates?	<p>Certificates for candidates who have passed their Basic Skills e-test will be dispatched to the centre within <b>10 working days</b>, although in most cases, you should receive your certificates significantly quicker than this.</p>
7.3	When will I receive my Key Skills certificates?	<p>As with paper-based Key Skills tests, a candidate will only be awarded a Key Skills certificate if they have completed the entire unit, i.e. they have completed both the test and the portfolio element.</p> <p>If the candidate has completed their portfolio element already and passes their Key Skills e-test, they should expect their certificate within <b>six working days</b>.</p>
7.4	The e-tests were completed some time ago, but I haven't received any certificates yet.	<p>If your candidate sat a Key Skills e-test and has not yet completed the relevant portfolio, they will not receive a certificate until such time as they have completed both elements of the Key Skill.</p> <p>Otherwise, please contact OCR Operations with the details and they will investigate for you.</p>
7.5	When will I receive my Awards in Admin certificates?	<p>Awards in Admin certificates will be dispatched in accordance with the e-test Timetable available from <b><a href="http://www.ocr.org.uk/e-assessment">www.ocr.org.uk/e-assessment</a></b>.</p>
7.4	The e-tests were completed some time ago, but I haven't received any certificates yet.	<p>If your candidate sat a Key Skills e-test and has not yet completed the relevant portfolio, they will not receive a certificate until such time as they have completed both elements of the Key Skill.</p> <p>Otherwise, please contact OCR Operations with the details and they will investigate for you.</p>