### IMI Awards Online Assessment Common Problems

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Anti Pop-Up Software

When using the IMI Awards online assessment system, you will need to ensure that all Anti Pop-Up software is either disabled, or that the software recognises the IMI Awards online assessment system as safe.

You will know a Pop-up has been blocked if you see the following page after starting an online assessment:

Assessment is currently in progress. Please do not close this page.

(This page is the background page and will normally sit behind the assessment itself. Please ensure that the assessment has not been minimised)
Internet Explorer

From the **Tools** drop down menu at the top of Internet Explorer, you will need to select **Pop-up Blocker Settings** from the **Pop-up Blocker** menu:
You will now be presented with the following:

In the **Address of website to allow** section, please insert the domain name of the IMI Awards online assessment system:

*Domain name: lms.imiawards.org.uk*

*(This can also be found within the web browsers address bar)*
You will now need to click the **Add** icon:

![Add Icon]

You will now see the domain name in the **Allowed sites** section:

![Allowed sites]

Click **Close** to return to the assessment page.

The Internet Explorer Anti Pop-Up software will now recognise the IMI Awards online assessment system as safe, and will no longer block Pop-ups.
Firefox

From the **Tools** drop down menu at the top of Firefox, you will need to select **Options**:
You will now be presented with the following:

You will need to select **Content** from the tabs across the top. You will now be presented with the following:

The first tick box indicates that pop-up windows will be blocked. You will need to select **Exceptions**...
You will now be presented with the following page:

In the **Address of website** section, please insert the domain name of the IMI Awards online assessment system and click **Allow**:

**Domain name: lms.imiawards.org.uk**

*(This can also be found within the web browser's address bar)*

Click **Close** to return to the assessment page.

The Firefox Anti Pop-Up software will now recognise the IMI Awards online assessment system as safe, and will no longer block Pop-ups.
**Google Chrome**

You will first need to click the following icon from the top right hand corner of the web page:

![Menu Icon](image)

You will then need to select **Settings** from the drop down menu:
You will now be presented with the following page:

You will first need to click **Show advance settings.** When you scroll down the page, you need to select **Content settings** from the **Privacy** section. You will now be presented with the following page:

You will now need to select **Manage Exception...** from the **Pop-ups** section.
You will now be presented with the following:

In the **Hostname pattern** section, please insert the domain name of the IMI Awards online assessment system and ensure the **Behaviour** section is set to **Allow**:

**Domain name: lms.imiawards.org.uk**

*(This can also be found within the web browsers address bar)*

Click **Done** twice and close settings to return to the assessment page.

The Google Chrome Anti Pop-Up software will now recognise the IMI Awards online assessment system as safe, and will no longer block Pop-ups.
**Toolbars**

Most web browsers now come with a wide range of toolbars. These toolbars also contain Anti Pop-Up Software programmes.
Google Toolbar

The Google toolbar is the main toolbar which will be attached to the different web browsers. It is normally located under the web browsers drop down menus.

Depending on the settings which have been applied, there are a couple of different views you may see:

All buttons showing:

As with the tool bar itself, depending on the settings which have been applied, the view of the Anti Pop-Up software icon may be different:

1. Pop-ups allowed for current website
2. Pop-ups blocked for current website
3. An actual Pop-up has been blocked for current website

To disable the Anti Pop-Up software, you will need to click on the arrow next to the Pop-Up blocker icon.

You will then be presented with the following options:

To allow Pop-Up’s for the current website, please click on Always allow pop-ups from 62.128.159.117.
All buttons hidden:

When all buttons have been hidden as in the diagram above, you will need to right click on toolbar and select Pin all buttons. This will then show all buttons within the toolbar. To disable the anti pop-up software, please follow the instructions above.

The Google toolbars Anti Pop-Up software will now recognise the IMI Awards online assessment system as safe, and will no longer block Pop-ups.
Yahoo Toolbar

Web browsers can also contain the Yahoo toolbar. It is normally located under the web browsers drop down menus.

Depending on the settings which have been applied, there are a couple of different views you may see:

All buttons showing:

As with the tool bar itself, depending on the settings which have been applied, the view of the Anti Pop-Up software icon may be different:

1. Pop-ups allowed for current website
2. Pop-ups blocked for current website

To disable the Anti Pop-Up software, you will need to click on the arrow next to the Pop-Up blocker icon.

You will then be presented with the following options:

You will now need to click Always Allow Pop-Ups From...
You will then be presented with the following:

(Important note: To be able to always allow on this tool bar, a pop-up must have been previously blocked)

You will now highlight the online assessment IP address from the list and click the Allow icon:
All buttons hidden:

When all buttons have been hidden as in the diagram above, you will need to click the arrow on the My Apps icon:

This will then show all buttons within the toolbar. To disable the anti pop-up software, please follow the instructions above.

The Yahoo toolbars Anti Pop-Up software will now recognise the IMI Awards online assessment system as safe, and will no longer block Pop-ups.
Security Settings

Depending on your networks security level, your IT department may have hidden and will not allow access to any of the above. In this situation, you will need to contact your IT and ask them to disable the anti pop-up or adjust the settings to always allow the IMI Awards online assessment system.
Potential Errors

Candidates Unable to Logon

Once the Invigilator has logged on to the system, you are presented with the candidate logon page:

The **Candidate number** and **Candidate surname** will need to be inserted into the relevant fields and the **Sign In** button will need to be clicked.
On occasions, you may see the following errors:

**Candidate number XXXXXXX not found. Please contact IMI Awards for more information**

**Incorrect surname for this candidate. Please contact IMI Awards for more information**

There are a number of possible reasons for these errors:

1. The candidate number is incorrect
   a. Please check the candidate number. This can be done by
      i. Checking the automated email confirmation
      ii. Searching for the candidate on the relevant web portal
      iii. Running a registration report from the relevant web portal

2. The candidate surname is incorrect
   a. Please check the candidate surname. This can be done by:
      i. Checking the automated email confirmation
      ii. Searching for the candidate on the relevant web portal
      iii. Running a registration report from the relevant web portal
(The spelling of the candidate surname must be exact. If a typing error occurred at registration, you will need to contact IMI Awards to rectify)

3. The candidate has not been registered for at least 48 hours
   
a. Online assessments will only be available 48 hours after successful registration. You will need to wait for this time to elapse
Online Assessments not showing

Once a candidate has successfully logged on, they are presented with their outstanding online assessments:

On occasions, these assessments do not show:
There are a number of possible reasons for this:

1. All online assessments for the candidate have been completed
   a. Please check the candidate’s record. This can be done by:
      i. Using your own internal records
      ii. Please see the ‘IMIA Online Assessment Instructions’ document for instructions to view candidate’s previous training
      iii. Searching for the candidate on the relevant web portal

2. The registration for the relevant online assessments has not been made
   a. Please check the candidate’s registration. This can be done by:
      i. Checking the automated email confirmation
      ii. Searching for the candidate on the relevant web portal
      iii. Running a registration report from the relevant web portal

3. The candidate has not been registered for at least 48 hours
   a. Online assessments will only be available 48 hours after successful registration. You will need to wait for this time to elapse

4. The online assessment(s) have been attempted unsuccessfully and the relevant time for study has not elapsed:
   a. 48 hours for standard assessment
      i. Candidates must be given at least 48 hours to study
   b. 7 days for Key Skill assessments
      i. Candidates must be given at least 7 days to study

5. On occasions a network error will occur. This means that the web browser has timed out before all the information can be sent
   a. Log off and back on again
   b. Check you have no network issues with your IT department
   c. Contact IMI Awards for more information