Janison.

Australian Geography Competition.

Teacher guide troubleshooting

Contents

1. How to see the Competition Event progress

To access the Home Page, go to https://agc.au.insights.janison.com/ and login using your username (email address) and password.

On the **Home Page** you can:

1. Create a New Competition Session. (There is a separate Guide detailing this.)

2. View the Competition Events of your school.


3. View the students list along with their Student Code. Use the status filter option to filter and view students based on the status.

2. What to do if 'Email address already in use' appears as a student registers

If a student enters their personal information when registering and the error 'Email address already in use' appears (as per the below screenshot), there are two options to rectify this.
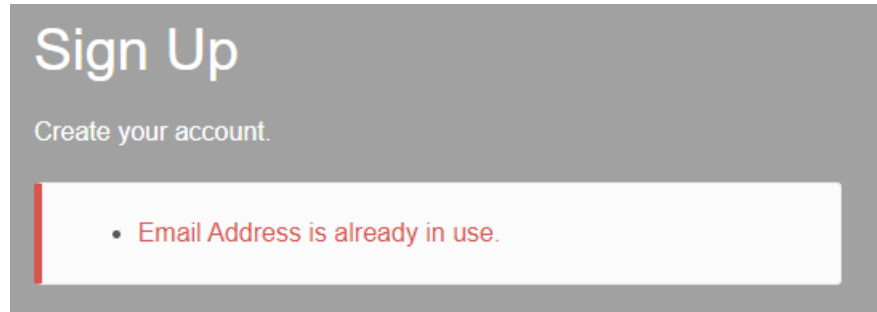
Note: this can occur even when a student hasn't accessed the platform, but they accidentally double click on the **Sign Up** button.

Option 1 – student resets password
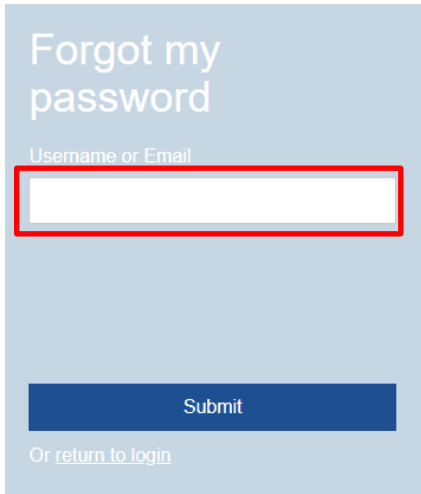
Option 2 – teacher changes password

2.1 Student resets password

1. The student will need to go back to the initial website https://agc.au.insights.janison.com/

2. Student clicks on **Forgot your password?**.
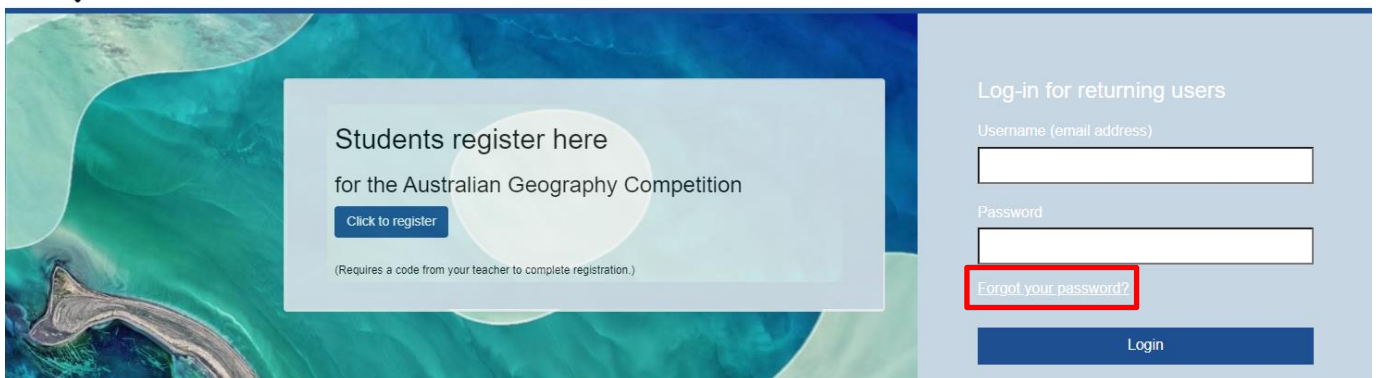
3. Student enters their email address and clicks **Submit**.
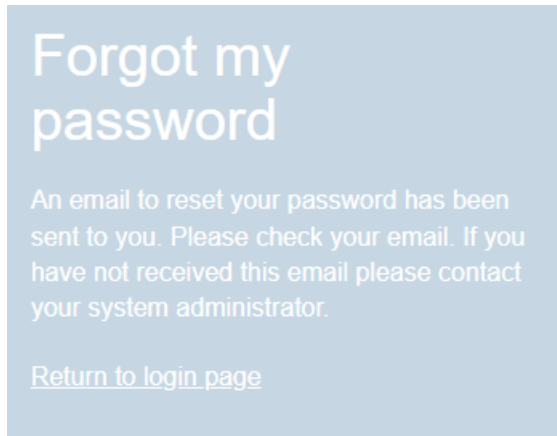
4. The following message will appear and the student will receive a password reset email.
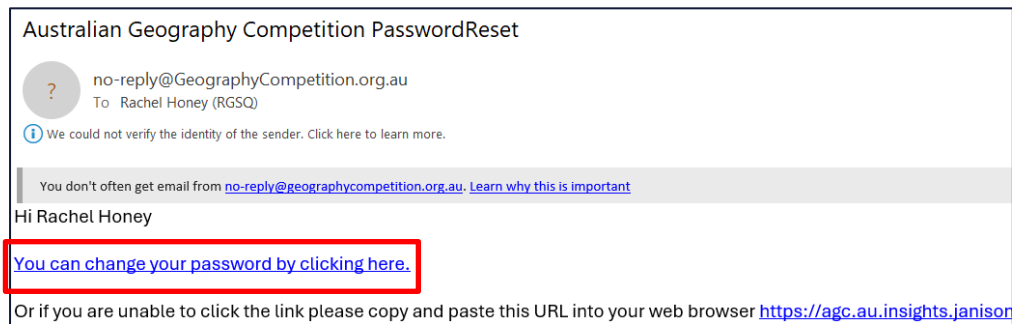
5. Student access their email and clicks on the link in the password reset email.

6. Student types in a new password and confirms password. Then clicks on the **Set Password** button.
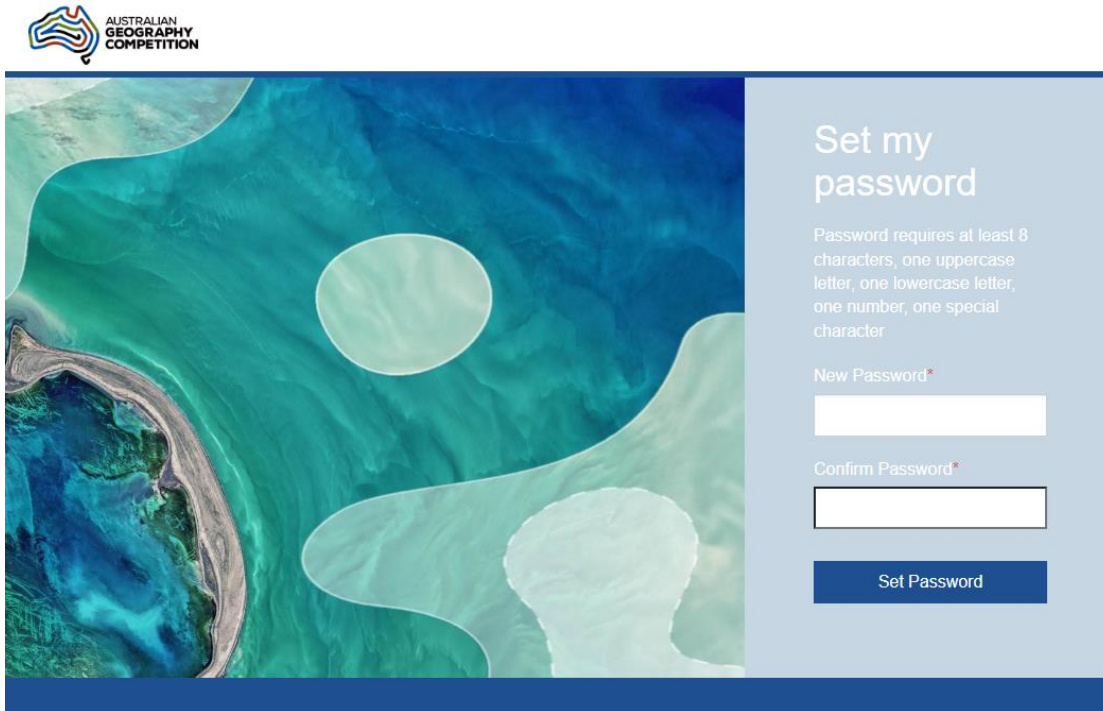
7. The student should now see their home page, and the student can proceed from step 7 in the 'Registration by students' guide.

2.2 Teacher changes password

Click on the Manage People icon on the top left corner of the screen. Invigilators will see a list of students who have registered for your school. Contact Teachers should select **Students** to see the list of students.
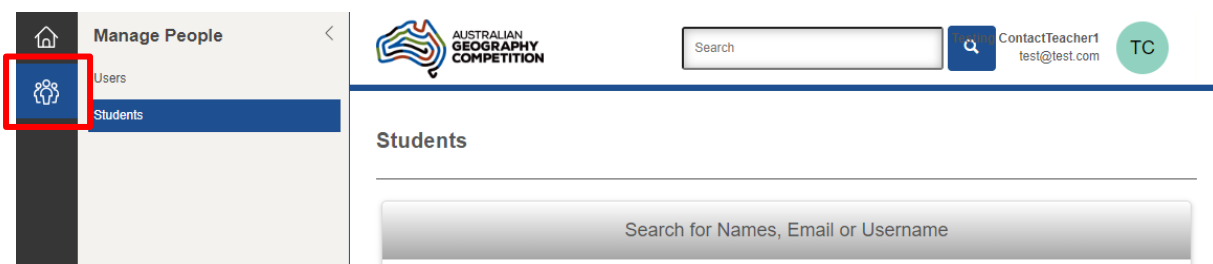
1. Click on the **Search for Names, Email or Username** button. In the drop-down form, fill in the student's name (can be just the beginning of the first name or last name). Click **Search**. You should now see a list of students meeting your search criteria.

2. Click on the student's name to go to the student's profile.

3. Select **Actions** on the right and then select **Change Password** from the dropdown.

4. Create a new password for the student and click **Save Password**.

5. The student will need to refresh their browser and return to the initial website https://agc.au.insights.janison.com/ and complete the 'Log-in for returning users' with the new password.

3. How does a student return to the Competition if they exit before finishing

If a student logs off or moves away from the Competition URL, they will need to log in again. (Note: if the student needs to stop and restart the Competition, please see the guide 'Pause and Resume Test Session or Student'.)

Step 1. Award student 10 minutes extra time before commencing the next steps. See guide 'Award More Time to a Student'.

Step 2. Student returns to https://agc.au.insights.janison.com/
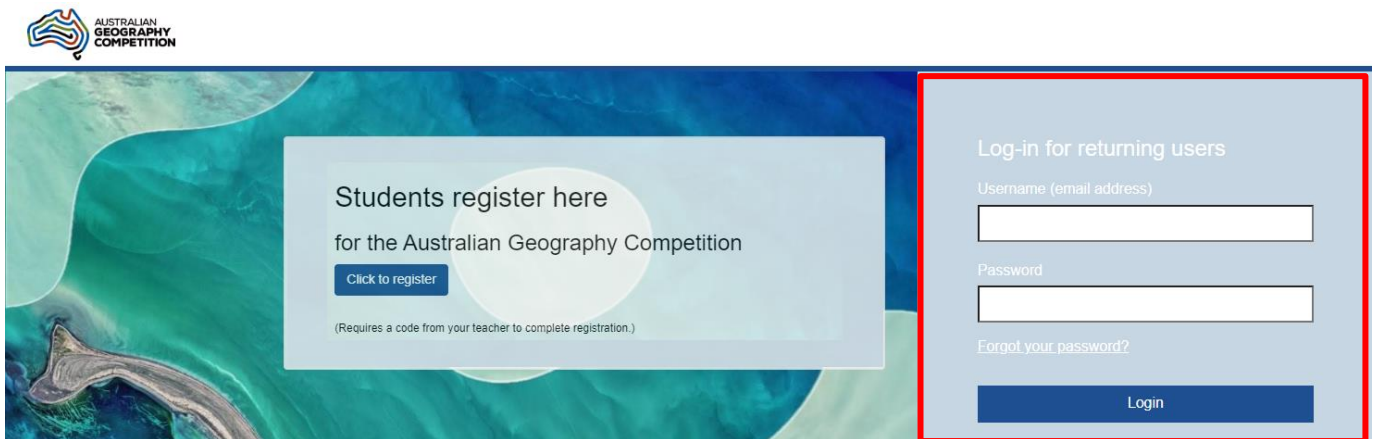
 Step 3. Student logs in as a returning user, using their email address and password. If required, they can reset password by selecting **Forgot Password** from the login screen, which will send a password to their email. (Alternatively, the password can be reset by the teacher via the Manage People screen - see Section 2.) If the student has forgotten the email address they used for their username, see Step 8.

Step 4. Student selects **Resume**.
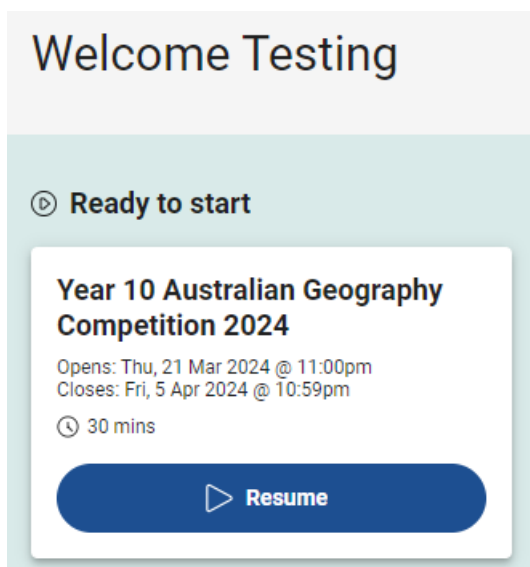
Step 5. As when they first accessed the Competition, student types in the the **Session Code** written on the board and clicks **Next**.

Step 6. As before, the **Student Code** should already be filled in. Student DOES NOT CHANGE, clicks **Next** to continue. If the student code is not already filled in, see Step 9.

Step 7. Student confirms test year and student name, and clicks **Yes** to start the test.

Step 8. The student can find the question where they were up to by clicking the tiles button and then clicking the last question answered.

Step 9. If the Student Code is blank (or if a student has forgotten the email address they used), this information is available on the teacher's home page.

Step 10. Scroll down to Students list. You can scan the list or the student by name and will be able to find the relevant Student Code to give to the student.

4. What to do if a student selects the wrong Year level

If the student selects the incorrect Year the teacher can go to the Manage People screen, search for the student's name, and click on the student's name to go to the student's profile.

Select **Actions** on the right and then select **Edit Student** from the dropdown.

Next to School Year, select the correct Year for the student.

The student will need to refresh their browser and the new enrolment will appear on their Dashboard.

5. What to do if a student has started the Competition in the wrong Year

If the student starts the test in the wrong Year, the student types in agc.au.insights.janison.com and waits for the teacher to change their Year.

Teacher repeats the steps in Section 4 "How to change the Year …".

The student refreshes their browser and the new enrolment for the correct year will now be available, as well as the previously started test.

The student should complete the test only for the correct year.

To avoid later confusion, you could send us details of the incorrect attempt: school ID, school name, student's name, username, student code, year to be deleted.

6. What to do if a student changes the Student Code

While registering, If a student inadvertently changes or deletes the auto-populated Student Code, this information is available on the teacher's home page.

Scroll down to Students list. You can scan the student list or search for the student by name and you will be able to find the relevant Student Code to give to the student.

7. What to do it a student enrols in the wrong school

If the student enters the incorrect school ID and goes on to submit their personal information without checking, the student will not appear on the teacher's screen and will not be recorded as a student from your school.

Ask the student to log out of Janison by clicking on the green circle with their initials, and selecting **Logout**.
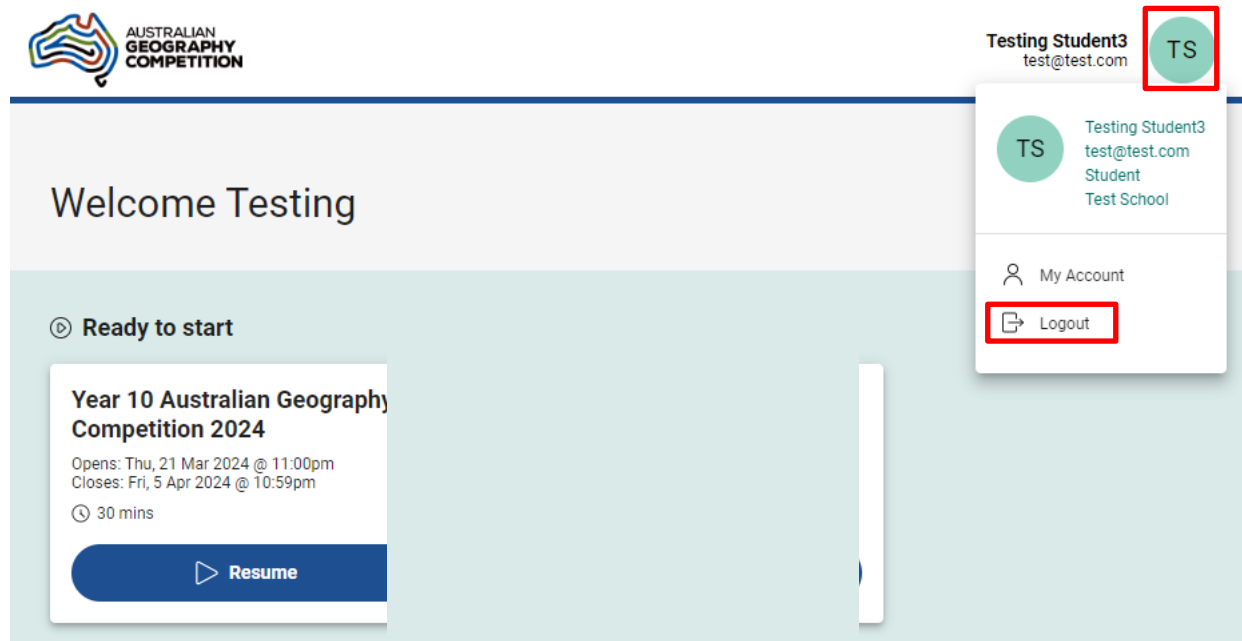
The student will need to repeat the registration process again, with the addition of a '1' at the end of their email address so that it is a unique address. E.g., *student@school.com.au* becomes *student@school.com.au1*

When signing up again, the student needs to check the correct school enrolment as per the screenshot below.
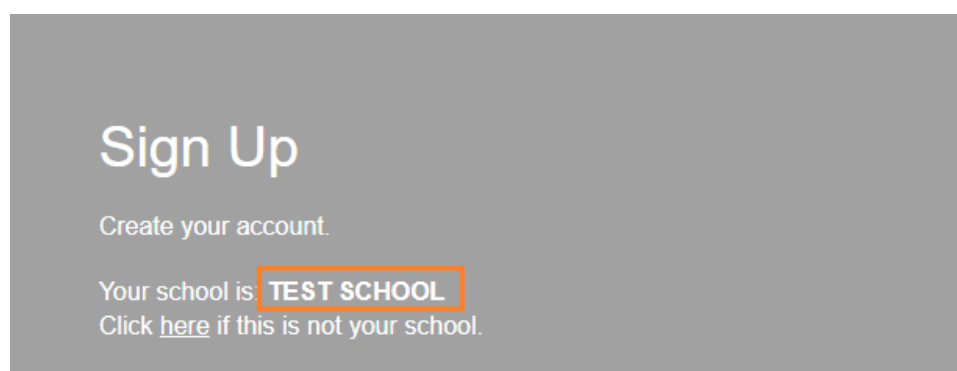
(Please note that if it was needed, the password reset function will not work, as an invalid e-mail has been used. However, the password can still be reset by the teacher via the Manage People screen - see Section 2).

8. What to do if a student misspells their name or uses only lower case

If a student misspells their name, or uses only lower-case letters, the teacher can correct this. This correction can wait until after the student sits the Competition.

To determine if you have any students with this issue, click on the Manage People icon on the top left corner of the screen. Invigilators will see a list of students who have registered for your school. Contact Teachers should select **Students** to see the list of students.
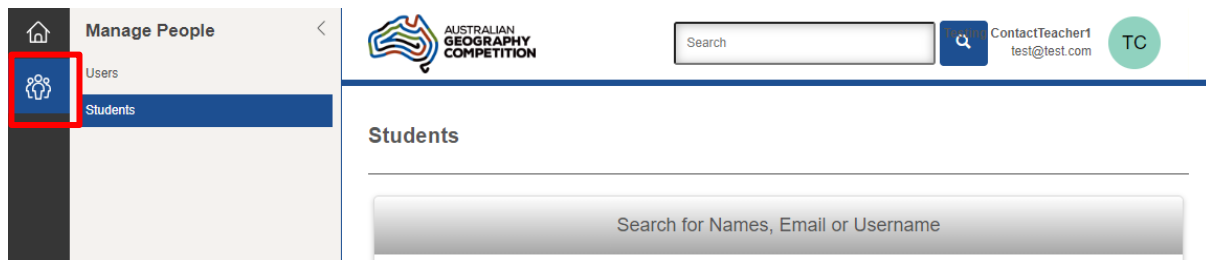
You can scan the list for errors, or if you want to correct a specific student click on **Search for Names, Email or Username.**
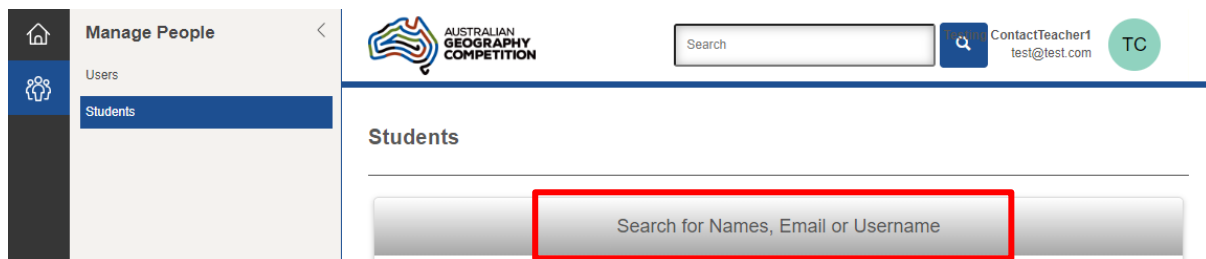
In the drop-down form, fill in the student's name (can be just the beginning of the first name or last name). Click **Search**. You should now see a list of all students meeting your search criteria.

Click on the student's name to go to the student's profile.

Select **Actions** on the right and then select **Edit Student** from the dropdown.

Click into the student's name or any other field and make the corrections. When all corrections have been made, click **Save Student**.

9. Technology requirements/troubleshooting

The following list details some recommendations in an aim to prevent possible technology issues during the event.

Please note that the cause of issues can be various.

|	
Technical Readiness Page	You can use the following page to check if you meet the basic requirements for the test. https://agc.au.insights.janison.com/pages/technical-readiness_technical-readiness
Firewall whitelists	Please refer to the "**Proxy**" section below which outlines the ports and addresses that the school network administrator is required to allow. **If you're still unable to connect to the Competition website despite confirming the Proxy requirements with your school network administrator, try switching to a Mobile Hotspot. This will help you identify whether the connectivity problem lies with your school's internet or your device.**
Proxy	Standard web proxy servers are supported. The following ports need to be open through the proxy: Port 443 Port 80 The following web site addresses need to be accessible through the firewall: ***.core.windows.net** (on azure as storage related endpoints – this is utilised for hosting static content such as images/html/js files) ***.azureedge.net** (on the CDN as storage related endpoints – this is utilised for hosting static content such as images/html/js files) ***.insights.janison.com** to access the competition web site
JavaScript	Ensure JavaScript is enabled. If it is not enabled, you can rectify this by using the guide: Windows https://support.microsoft.com/en-au/office/enable-javascript-7bb9ee74-6a9e-4dd1-babf-b0a1bb136361 Mac https://www.whatismybrowser.com/guides/how-to-enable-javascript/safari
Bandwidth to internet (At each school)	512 KB bandwidth for up to 20 users simultaneously 2 MB bandwidth for up 100 users simultaneously 5 MB bandwidth for more than 100 users simultaneously

| Browsers	**Cache** • Pre-cache digital content ability is supported and preferred. Ensure that the browser cache is cleared manually in the browser settings. • Please also see **Clearing a browser's cache** in this document.
	Cookies • Cookies are required and should be enabled by default. • Please ensure that the cookies are enabled in the browser settings.
	Plugins Please make sure all browser plugins or extensions apart from Adobe Flash Player (if required for your browser) are disabled.

10. Clearing a browser's cache

You may want to clear the cache if multiple students are sharing a device. To do this, press (Ctrl + Shift + Del) on Window devices. In the box that appears ensure that 'Cache' or 'Temporary website files' are selected and time (if applicable) is set to 'All time'. Please see the screenshots below:

Please Note: After clearing your browsers' cache then refresh the page (hard refresh ctrl+F5) on Windows devices.
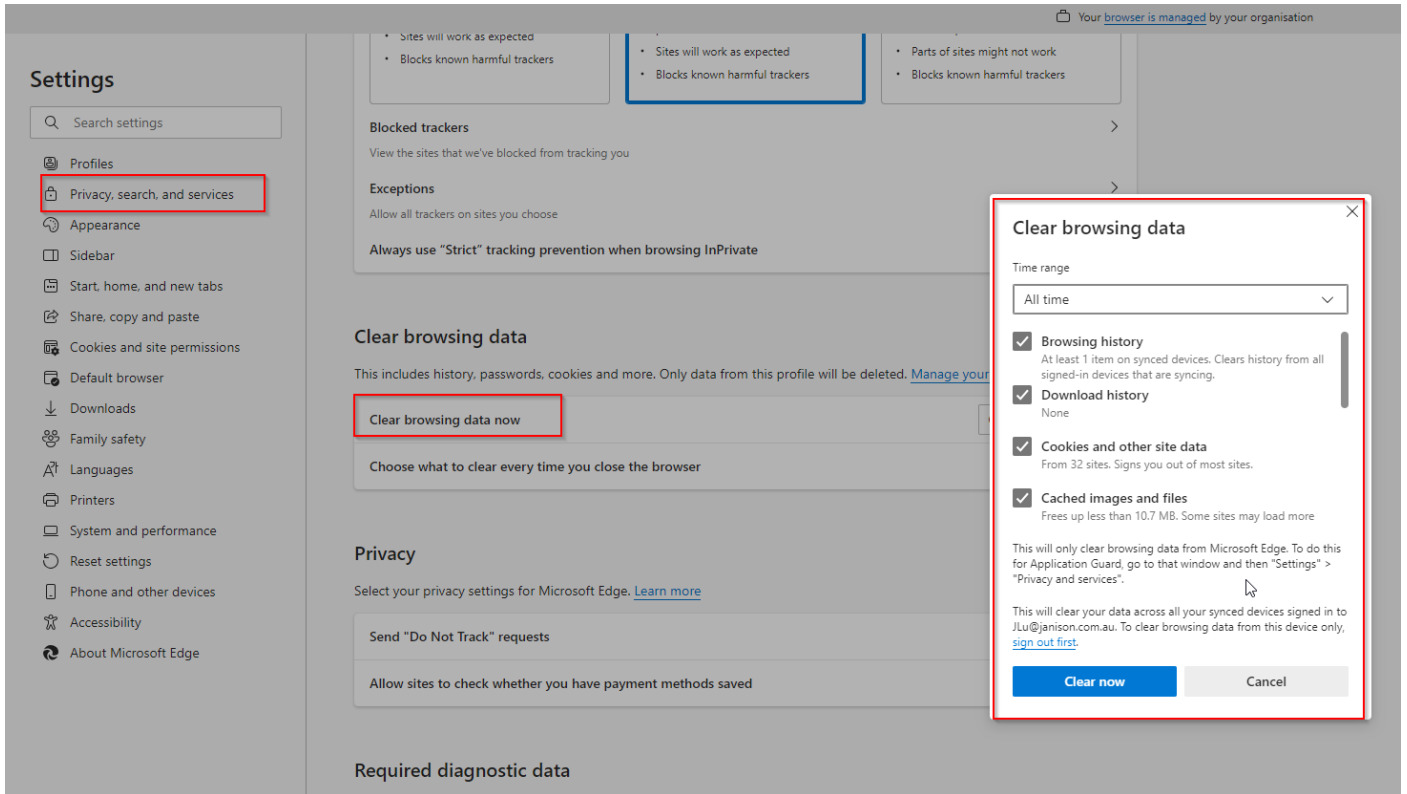
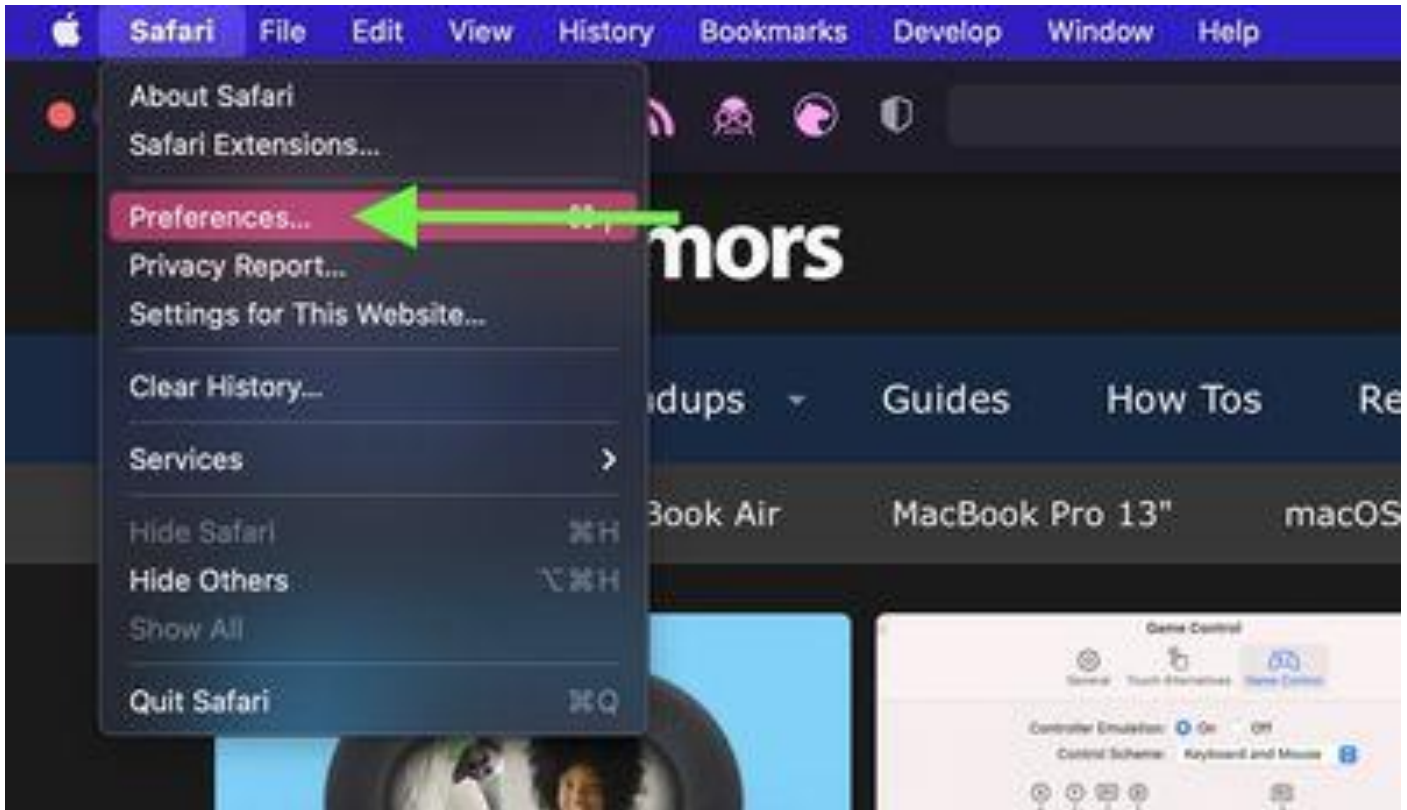## 10.1 Firefox
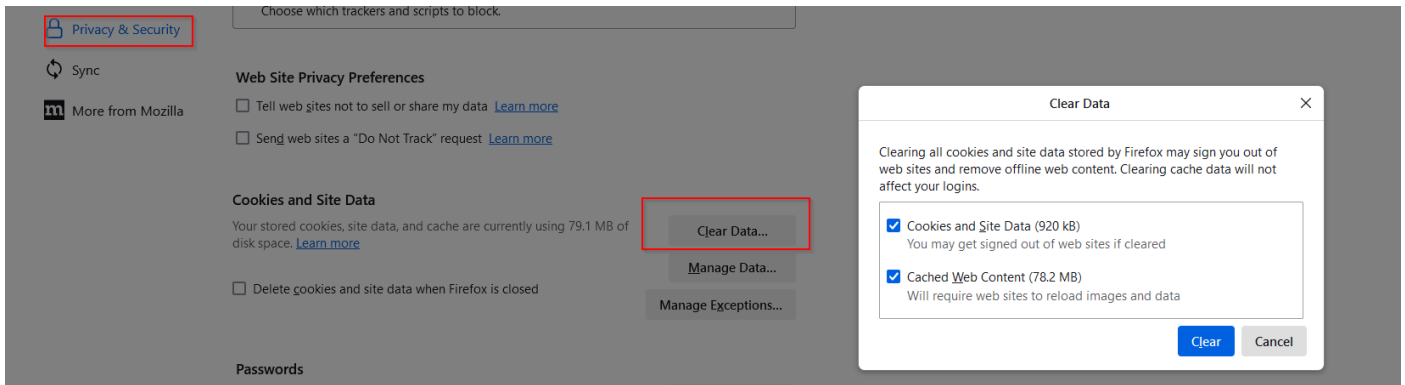
10.2 Google chrome
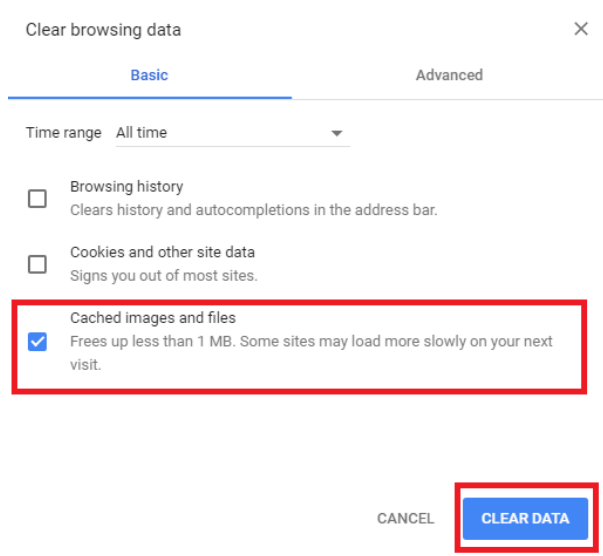
10.3 Microsoft Edge

10.4 Safari

Select **Safari -> Preferences...**.

Click the **Privacy** tab and select **Manage Website Data...**.

Select a website that is listed, then click **Remove**. To remove all website data from Safari, click **Remove All**.

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